

# PAFACOM, INC.

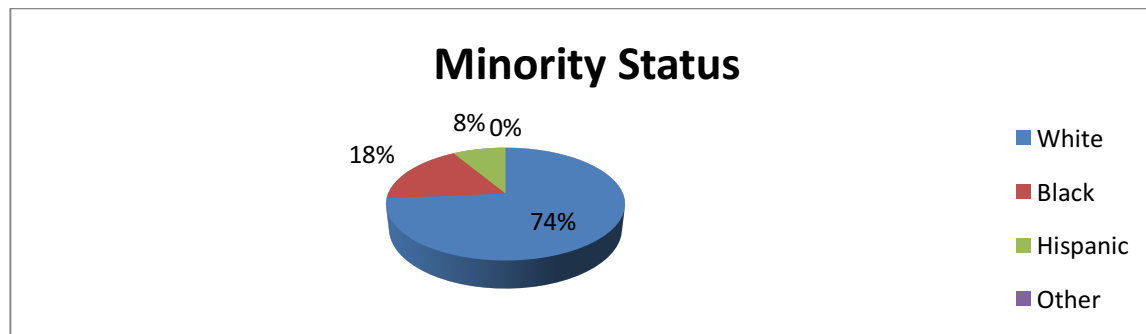
## CULTURAL COMPETENCY & DIVERSITY PLAN

PAFACOM, Inc. consistently strives to insure that all of its persons served have access to a culturally competent array of staff and services. PAFACOM, Inc. identifies, respects, and responds to the culturally diverse needs of its service recipients, as well as to its staff, and other stakeholders as part of its overall mission of providing quality services.

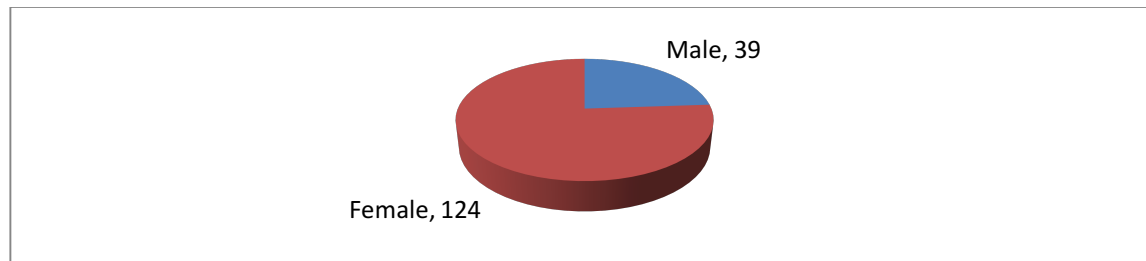
Cultural competence and diversity in service provision and employment at PAFACOM, INC. is fulfilled in a multitude of ways. To begin, PAFACOM, Inc. recognizes and understands that cultural competence goes beyond just race and language, and encompasses a variety of other domains, to include: age, religion, culture, gender, sexual orientation, spiritual beliefs, socioeconomic status, and health/disability status. In accordance with this belief, PAFACOM, Inc. commits to the following:

- Maintaining respectful service delivery and employment practices, free from malignant or offensive practices and conditions;
- Recognizing individual unique values, contributions, potential, and needs;
- Creating programming, services, and employment that considers these values, contributions, potential, and needs; and
- Continually identifying training and orientation methods that enhance our ability maintain these types of services.

PAFACOM, Inc. collects a variety of data on persons served on a continual basis—via multiple mechanisms—which helps in creating culturally competent programming. One example of this includes a report that is compiled on a monthly basis and includes several demographic categories on each person served, which indicates: minority status, city of residence, gender, age, and disability. On January 1, 2014, the person served population was representative of the following:

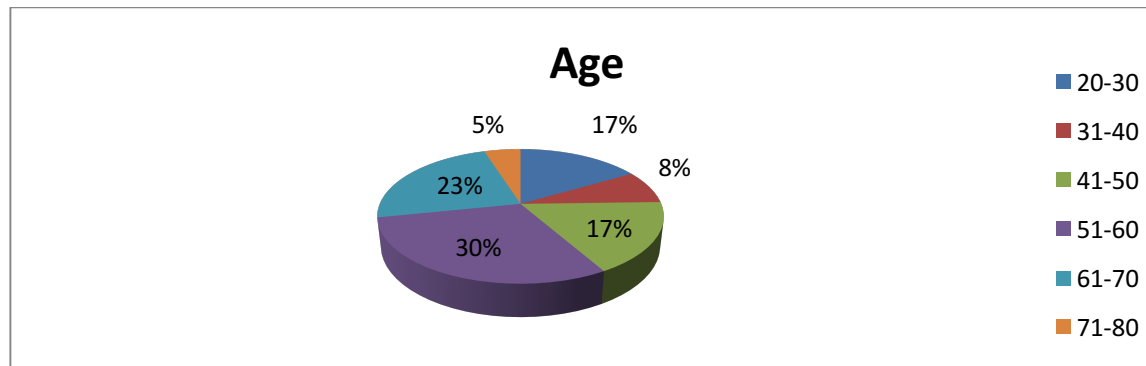


Persons served who primarily speak Spanish (8%) enjoy the benefit of many staff members who are Spanish speaking or bi-lingual (21%). Non-verbal individuals are provided staff who, by working closely with them every day, learn the most effective way to communicate with them and understand their needs via facial expressions, gestures, and other various non-verbal cues.

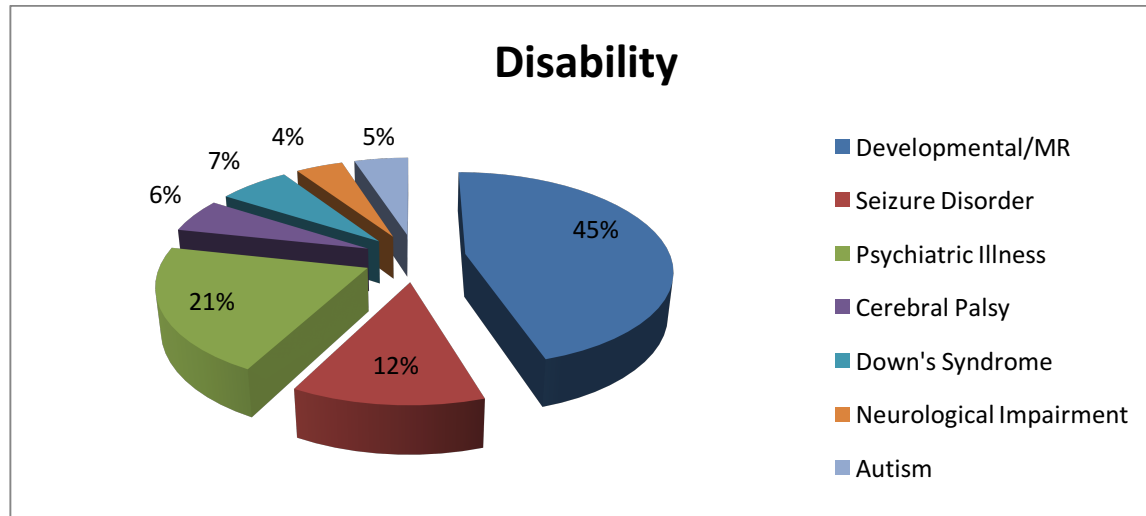


PAFACOM, Inc. began as a residential agency to support individuals moving out of the Vineland Developmental Center into the community. As the Vineland Developmental Center historically provided services only to females, the agency has always experienced a much higher female to male ratio. This significantly higher number of female service recipients has directed day programming to include such endeavors as the Victorian Rose beauty salon. As 76% of our persons served are female, our direct care staff is comprised of 88% female members.

In 2006, in response to several male consumer referrals who had enjoyed participation in their institutional recycling program, PAFACOM, developed a recycling program as a way for them and others who were interested to make money and gain valuable vocational skills.



A high concentration of persons served over 50 years of age inspired the creation of specialized programming, to include the Senior's Program, where arts and crafts, a choir group, and themed leisure/entertainment activities are enjoyed.



In recent years, PAFACOM has experienced an increase in referrals for individuals with autism, as well as for those with psychiatric diagnoses. The specific behavioral requirements of these individuals was the catalyst in developing the Special Needs Program, which opened in February, 2013. The Special Needs Program provides services to (25) individuals with emphasis on their highly individualized treatment needs and plans.

PAFACOM's persons served as well as its staff enjoy the ability to celebrate holidays and other special occasions that are significant to them, and this can be seen in special/themed day program events, in residential activity calendars, specially chosen or created décor, and floating holidays for staff. Our residents enjoy a variety of community activities—of their choosing—which include: places of worship, dances, Special Olympics events, classes, fitness clubs, and movies. The Budding Chef's Café offers special menu items and functions that celebrate recipes/foods enjoyed by staff and persons served. Choices and preferences of our persons served are identified in their annual plan, which is reviewed by all staff who work with them, to ensure they are upheld throughout the year. This can be seen in the menu planning in each home, as well as the type of clothing chosen by each resident. Persons served

and their families are encouraged to share suggestions/desires regarding how the agency can improve its cultural competence planning at the IHP, with their staff, in consumer meetings, and on satisfaction surveys.

Employees of PAFACOM are extended floating holidays, to celebrate time off for occasions not recognized as such by the organization. Day Program employees receive cultural diversity and sensitivity training annually, and other departments offer various culture/diversity training as they are available. A relaxed dress code allows employees the freedom to choose clothing respectful of their individual cultural and religious customs. Staff are encouraged to share suggestions—directly with their supervisor, in staff meetings, or via the suggestion box—on how the agency can improve its cultural competence planning.

PAFACOM's cultural competency planning efforts are on-going, and are formally reviewed annually. Any suggestions for improvement—made by persons served, staff, or other stakeholders—that are deemed relevant are implemented immediately.